



## **Osama Georges Rezk**

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### **Food and Beverage Manager**

#### **Major Accomplishments**

- Successfully manage a multipurpose leisure Outlets in Sharm El Sheikh, Cairo and acquired the highest quality management score for ISO accreditation (ISO being the Industry standard award for quality based on management information, staff development, customer care, marketing, health and safety)
- Manage a team of 75 members, Manage managers of Bars, Restaurants, and catering outlets and develop services in line with council objectives.

#### **Responsibilities**

- Guide the F&B department to achieve the financial and operational targets.
- Select, train and develop Colleagues to ensure timely recruitment and career growth.
- Execute the delivery of all Food & Beverage promotions and new menus; creating a destination of choice for both hotel and external guests.
- Forecasts and manages procurement and purchasing, labor and departmental expenses to budget.
- Assist in the day to day operations of the Food & Beverage Division, ensuring all service standards are followed.
- Monitor all guest service standards, constantly seeking ways to improve product and service as well as increase volumes and profits
- Ensure all products and services are provided in a timely and professional manner while exceeding guest expectations and promptly resolving guest issues
- Ensures that the receiving, holding and issuance of products are within the quality and control standards
- Assist other departments wherever necessary relating to special projects or requests
- Responsible for directing all Food & Beverage and Casino Beverage operations
- Can respond to changes in planning assumptions and alter plans as necessary
- Develops and maintains effective communications between all operating departments

## Career Path



**Sinai Grand Casino (current)**  
**Food and Beverage Manager**



Sep 2017, Nov 2019  
**Sheraton Cairo**  
*Casino Food and Beverage Operation Manager*

Oct 2015, Sep 2017  
**Westin Cairo Golf & spa**  
*Assistant food and beverage Manager*



May/2014 Sep/2015  
**Royal Maxim Palace Kempinski (Opening)**  
*Floor Manager (Romanov Steak house, and 1897 Bar)*



Apr/2011 May/2014  
**Savoy Group- SOHO Square**  
*Sharm El Sheikh*  
*Beverages Manager*



Jan/2010 Feb/2011  
**Kempinski Nile Hotel (Opening)**  
*Cairo- Egypt*  
*Floor Manager (three Michelin stars Restaurant, Cigar lounge and Jaz Bar)*



HOTELS

Sep/2008 Jan /2010  
**W Doha (opening)**  
*Doha- Qatar*  
*Restaurant Supervisor Spice Market by (John George)*  
*Bar Supervisor Crystal Lounge*



Jan/2000 Sep/2004  
**Hilton El Fayrouz**  
*Bartender, Sharm El Sheikh-Egypt*

### **Leisure / Media Experience**

*CO-Director of Three Documentary Movies for (SWR) and (ARTE) TV Channels  
Baden- Baden – Germany  
Co-Director  
Gigahertz Film Production*

### **IT Skills**

*Possesses excellent knowledge and expert at use of latest software which includes:  
Microsoft Office- Opera –Micros POS system*

## **Educational Qualifications**



***Sep /2004 - JUN/ 2008***

**Goethe University**

*Frankfurt, Germany  
Hospitality Management*

***Aug /1999***

**Hospitality Management institute**

*Cairo, Egypt*

### **Professional Certificates:**

*Food and Beverage Management  
Leadership skills  
ISO Hygiene standard  
Fine dining service  
P&L Analysis  
Sales and Marketing strategy  
Menu Engineering  
Train the trainer  
Wine sommelier  
Guest loyalty program  
Golf club services  
Financial controlling system*

### **References**

*Tarek Fathy, Hotel General Manager  
Gamal Ismael, Training Manager*

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